

PHILIPPINE VETERANS AFFAIRS OFFICE CITIZEN'S CHARTER

Version 3

VETERANS RECORDS MANAGEMENT DIVISION



Serbisyo sa Beterano,
Serbisyo sa Bayan

PENSIONER'S UPDATE FORM, PVAO PENSIONER'S ID, REQUEST FOR CERTIFICATION

Steps	Applicant/ Client	Duration of Activity (Under normal circumstances)	Division/ Section/ Unit and Person-In-Charge	Documentary Requirements
Biometrics Capturing/PVAO Pensioner's ID /Request for Certificate				
1*	Proceed to COUNTER 1 and present a valid ID of pensioner for issuance of desired Application Form for the service you want to avail. If the PVAO Pensioner's ID (PPID) was recently issued, claimant shall proceed to COUNTER 3 for biometrics and picture-taking.	1 min	VRMD Veterans Records Services Section COUNTER 1 Officer of the Day	Application for I.D. / Request Form for Certification
2*	Accomplish the Application Form properly.			

*The same process applies for application in FSEOs. The accomplished application form will be forwarded to the Main Office.

Steps	Applicant/ Client	Duration of Activity (Under normal circumstance)	Division/ Section/ Unit and Person-In-Charge	Documentary Requirements
3	Submit the accomplished Application Form at COUNTER 1 together with two (2) valid IDs. Queuing number will be issued.	Note: For claims filed in FSEO, allow 10 days dispatch time to the Central Office.	VRMD VRS Section COUNTER 1 Officer of the Day	*Accomplished Application Form
4	Wait for your designated number to be called at either COUNTER 2 or 3 for further interview/ validation of your request.	2 mins	VRMD VRS Section COUNTER 2 and 3 Officer of the Day	
5	Proceed to COUNTER 4 to receive the I.D. or Certification.	5 mins	VRMD VRS Section COUNTER 5 Officer of the day	

Pensioner's Update Form (PUF)

1	Proceed to Counter 1 and submit the PUF and the documentary requirements.	2 mins	VRMD VRS Section Officer of the Day	Personal Appearance: 1. Duly accomplished PUF with signature and thumbprint 2. 2x2 ID photo 3. Photocopy of 2 valid IDs 4. Barangay Certificate
2	Wait for further instruction. If the thumbprints are clear and readable, documents are complete and no data discrepancy found, wait for the copy of the submitted PUF. If the thumbprints are not readable or blurred, documents are incomplete and or there is a discrepancy on the information of the pensioner, you will be advised to submit additional requirements and or the PUF will not be accepted.	2-5 mins	VRMD VRS Section Officer of the Day	Additional documentary requirements for non-appearance: 1. 3R photo of pensioner holding latest newspaper (showing the face of the claimant and the newspaper headline) 2. Photocopy of passport (if pensioner is residing abroad)

PVAO SKYPE VALIDATION

You can now validate your PVAO pensioner's status thru Skype!

- Send your request for Skype Validation to this e-mail address: vrmd_skype2017@yahoo.com
- Kindly provide us the following information:
 - Name of Pensioner
 - Birthdate of Pensioner
 - Present Address
 - Name of Veteran
 - Birthdate of Veteran
 - Date of Death of Veteran
 - Date of Marriage
 - Type of Pension received from PVAO
 - Valid Skype Username/ ID (not telephone or cellphone number)
- Attach the scanned copy/screenshot of any 2 valid government ID's, preferably:
 - PVAO ID
 - Senior Citizen's ID
 - AFP/PNP ID
 - Driver's License with picture
 - Passport
- Upon receipt of information and e-copy/screenshot of the requirements, a confirmation e-mail will be sent to the requesting party.
- After the scheduled online interview, an e-mail will be sent stating that the requesting party was successfully validated for this year.

REMINDERS

- There is NO NEED to submit the original copies/ hard copies of the requirements.
- We operate during office hours only (8:00 AM - 5:00 PM, Philippine Standard Time).

HOW TO GET A MILITARY SERVICE RECORD (MSR)?

If you are a pensioner:

- Go to the Veterans Records Management Division (VRMD) Frontline Services and present the following requirements:

If you can appear at the VRMD Frontline Services:

- Request Form (which can be secured at the VRMD Frontline Services)
- Letter address to the PVAO Deputy Administrator stating the purpose of the request
- Photocopy of (two) 2 valid IDs

If you will be represented by another person at the VRMD Frontline Services:

- Request Form (which can be secured at the VRMD Frontline Services)
- Letter address to the PVAO Deputy Administrator stating the purpose of the request
- Photocopy of (two) 2 valid IDs
- Authorization letter
- Proof of relationship to the veteran-pensioner

- Once approved, the MSR copy will be issued.

*If you are **not** a pensioner:*

- Go to the Non-Current Records Division, Office of the Adjutant General (NRD-OTAG), Camp General Emilio Aguinaldo, Quezon City; or
- Prepare a written request to the US Department of Veterans Affairs, Roxas Blvd, Pasay City; or
- Prepare a written request to the National Personnel Records Center (NPRC), 1 Archives Dr, St. Louis, Missouri 63138 USA.

Note: Visit their respective websites for the requirements.